



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

RCN Telecom Services of Illinois, LLC
for quarter ending September 30, 2009

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$4,321.00	\$2,250.00	\$950.00	\$7,521.00
B. Number of credits issued for repairs - 24 - 48 hours	75	71	29	175
C. Number of credits issued for repairs - 48 - 72 hours	64	36	15	115
D. Number of credits issued for repairs - 72 - 96 hours	66	29	6	101
E. Number of credits issued for repairs - 96 - 120 hours	45	9	9	63
F. Number of credits issued for repairs > 120 hours	7	10	2	19
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	263	184	71	518
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	12	9	11	32
C. Number of installations after 10 business days	4	4	3	11
D. Number of installations after 11 business days	4	3	2	9
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$50.00	\$0.00	\$50.00
B. Number of customers receiving credits	0	1	0	1
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	83	132	33	248

Comments